

Affordable.
Resilient.
Equitable.



20



20

An Unprecedented Year

City of Atlanta Annual Report
Mayor Keisha Lance Bottoms

YEAR THREE



BREAKING NEWS

ATLANTA MAYOR MARCHES WITH PROTESTERS

ATLANTA, FULTON COUNTY

Peachtree TV

9:35 80°



A Year of Challenges

THE COURAGE TO RISE ABOVE THEM

As the City faced a year that brought two life-altering challenges to the world—a deadly pandemic and a race reckoning (plus innumerable personal challenges in their wake)—our motto was tried, tested and proven true. ONE ATLANTA is the gathering thread in our single garment of destiny. This affirmation of unity is why every department in the City worked inventively and tirelessly to ensure that every community, every business, every student, every senior, every youth felt cared for and included in our City dedicated to being:

Affordable. Resilient. Equitable.



**“We are caught up in an
inextricable network of mutuality,
tied in a single garment of destiny.”**

Martin Luther King Jr., one of Atlanta’s most revered native sons, may have uttered these words two generations ago, but they rang clear and relevant in 2020. In fact, a distillation of his words is found in our City’s motto:



The strategic pillars that lift our highest ideals and aspirations for Atlanta proved they were strong enough to bear the weight of global and national crises, and resilient enough to withstand seismic shifts as we navigate new normals.

6

**The COVID-19 response
and recovery**

26

**A safe, welcoming
and inclusive city**

38

**A city with world-class
employees, infrastructure
and services**

50

**An ethical, transparent
and fiscally responsible
government**

54

**Thriving neighborhoods,
communities and businesses**

60

**Residents who are
equipped for success**



“Our vision for Atlanta is One Atlanta — an affordable, resilient and equitable Atlanta; a safe and welcoming city; a city with world-class employees, infrastructure and services; an ethical, transparent and fiscally responsible government; thriving neighborhoods, communities and businesses; and residents who are equipped for success.”

-Mayor's Vision Statement



LETTER FROM THE MAYOR

#ATLSTRONG
atlantaga.gov

WE could never have imagined all that we experienced in 2020—from the rampage of a deadly disease to a racial reckoning that reverberated around the globe, and to all the personal challenges in between. But I ask you to consider this: we also could not imagine the ways we would grow, become stronger and prove our resiliency.

In a year called 2020, it seemed destined that we would sharpen our focus on what makes us a better city, a better community and better citizens. In this report, I am turning the focus on the lessons of rising to meet difficult and complicated moments. As Steve Maraboli, author of **Life, the Truth, and Being Free**, said: “Life doesn’t get easier or more forgiving, we get stronger and more resilient.”

This statement is the uplifting news of 2020. To be clear, it is not about a rose-colored view of the glass being half full, but rather a hard earned lesson that taught us something about ourselves: that we have an abiding love of community, a unified spirit, and the ingenuity to fill the glass in different, innovative ways. We have been tested, and all that we say we are has been found true.

One Atlanta, our Administration’s motto for the past three years, served us well. It is the higher mark toward which we pressed as we made protecting our most vulnerable citizens and businesses our priority. We invested more than \$80 million in emergency funding, which helped nearly 4,750 families pay their rent and mortgages. We provided meals for 119,000 residents, in particular students who otherwise may have gone without lunch and breakfast. We funded permanent housing for 800 people experiencing homelessness. We supplied emergency assistance that kept 815 small businesses operating.

Behind the many statistics and numbers in this report are dedicated people who went the extra mile in their service to the residents of Atlanta. I am extremely proud and grateful for the tireless work of City employees, as well as organizations and businesses throughout the city who were responsive to the needs of our residents as we all faced unprecedented challenges.

I am equally grateful to our wonderful residents. If you voted, made sure you were counted in the 2020 Census, worked on front lines from the hospital ward to the grocery store counter, checked in on or ran errands for vulnerable neighbors, or simply wore a mask, socially distanced and stayed home to help curb the spread of COVID-19, I thank you for your sacrifices and resilience. Each of these things on their own may seem small or insignificant, but I assure you that, as a unified whole, they are powerful. They are helping to shape Atlanta’s future. Thank you for being a good citizen of our great City by doing your part.

We emerge from 2020 admittedly weary, but also wiser. We carry out of this travail new insight and deepened convictions as we strive to make Atlanta a safe and equitable city for everyone. We have learned that unity makes us stronger, brings out the best in us, and protects the most vulnerable amongst us.

As we move forward, let us strengthen our resolve to be One Atlanta.

Sincerely,

Mayor Keisha Lance Bottoms



COVID-19 RESP

FEBRUARY

Mayor's Pandemic Coordination Team was created to lead the City's strategic plan to ensure minimal impact to Atlanta in the case of a COVID-19 pandemic. The team was led by the City's Chief Health Officer, Dr. Angelica Geter Fugerson, and the City's Director of Emergency Preparedness and former FBI Special Agent, Felipe den Brok



MARCH

2 Georgia's first confirmed COVID-19 cases are a 56-year-old Atlantan who recently returned from Milan, Italy, and his 15-year-old son

12 City Hall closes to general public. Telework policy is implemented

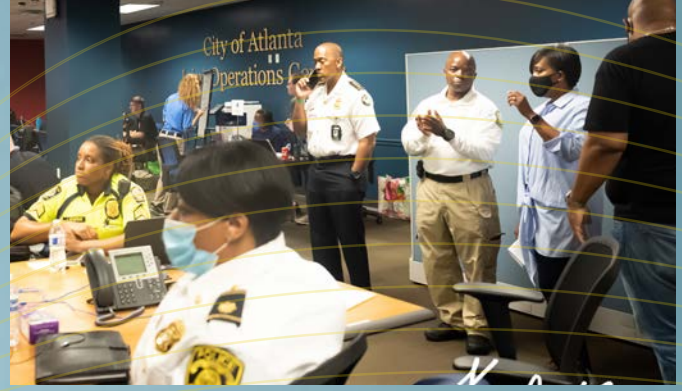
13 NCAA cancels the Men's Final Four

The Masters and NASCAR race at Atlanta Motor Speedway are postponed

Mayor issues **Stay-At-Home Order**. Gatherings of 50 or more persons are prohibited within the city

16 Major Atlanta attractions and museums announce closings

17 Mayor issues Executive Order creating a **\$7-million emergency fund** to provide assistance to food programs for children and seniors, homeless preparedness, support to small businesses, assistance to hourly wage earners and other areas adversely impacted by COVID-19; Mayor issues an **eviction moratorium** that applies to federally sponsored and funded housing units and developments



ONSET TIMELINE

MARCH

17 City Hall closes to essential and non-essential employees

18 School is closed for all public elementary, secondary and post-secondary public schools in the state

Mayor declares **State of Emergency**. Gatherings in the city of 250 or more people are prohibited

Mayor convenes first meeting as chair of **Governor's Coronavirus Task Force Committee for the Homeless and Displaced**

21 Peachtree Road Race cancelled

26 **#ATLSTRONG website launches** to deliver the latest and most up-to-date information surrounding resources and support for small businesses and citizens

31 **#ATLSTRONG Fund launches**

APRIL

3 All public schools are to remain closed for rest of academic year

8 Mayor issues Executive Order allocating up to **\$1.5 million to provide additional individual shelter options** for people experiencing homelessness

16 **Rental/Displacement Assistance launches.** The City receives \$750,000 from the Open Society Foundation to provide COVID-19 support services for families excluded from federal relief programs.

19 **Georgia World Congress Center opens** 200-bed "alternate care facility" to treat non-critical COVID-19 patients

20 **Advisory Council for Reopening the City of Atlanta** is created

21 **Strength in Beauty Fund** launches to support the independent cosmetology workforce

24 **COVID-19 Senior Food Program** launches to provide 8 weeks of groceries to more than 1,000 seniors

Mayor Bottoms announces **\$10-million Small Business Loan Fund** with Goldman Sachs

ONE ATLANTA



COVID-19 RESP



MAY

- 5** **creATL Relief Fund** launches to financially support creative industry workers
- 8** **Flags are lowered to half-staff** on all City facilities to honor COVID-19 victims
- Mayor issues Executive Order to appropriate **\$88 million in CARES ACT FUNDING**
- 18** Office of Immigrant Affairs launches **COVID-19 Emergency Grocery Delivery Program** to provide Atlanta families with community-requested and culturally appropriate food

JULY

- 6** **Mayor announces she and members of her family have tested positive for COVID-19**
- 8** **Mayor issues Executive Order requiring all persons to wear a mask.** Order also prohibits gatherings of more than 10 persons on City property
- 16** **Ga. Gov. Brian Kemp files lawsuit** against Atlanta mayor over mask mandate



The Department of Public Works strictly enforces its 'No Mask, No Service' policy to minimize the risk of exposure to DPW Fleet employees and avoid any negative impacts that would cause serious service delays citywide.



ONSE TIMELINE

AUGUST

- 2** **Resurgence Grant Fund launches** to help Atlanta small businesses recover from the effects of the pandemic
- 3** **Georgia World Congress Center reopens** as overflow COVID-19 care facility
- 10** **COVID-19 mega-testing site opens** at Hartsfield-Jackson Atlanta International Airport
- 13** **Gov. Kemp drops lawsuit** against Atlanta mayor over mask mandate
- 20** **New Assistance Program** draws \$22 million from the City's Coronavirus Relief Fund to benefit up to 6,700 residents

SEPTEMBER

- 11** City moves to **Phase II of COVID-19 Reopening Plan**
- 21** City **partners with Fulton County Board of Health**

NOVEMBER

- 22** **Hartsfield-Jackson Atlanta International Airport has busiest day** since the early part of the pandemic. The Transportation Security Administration (TSA) tracked 10 million passengers who went through airport checkpoints during the week of Thanksgiving

DECEMBER

- 16** The City's **first doses of COVID-19 vaccine** are administered
- 29** By the end of December, Atlanta has a total of **21,486 COVID-19 cases**, representing 43 percent of cases in Fulton County, according to the Fulton County Board of Health Epidemiology Report



Home Depot Backyard Food Giveaway

SEPTEMBER 26

Mayor Keisha Lance Bottoms helps feed the hungry at event at Mercedes-Benz Stadium





“There is strength in unity.
When there is a focus on ensuring no one is left
behind, we create One Atlanta.”

—Mayor Keisha Lance Bottoms

In the fight of our lifetime, we found

STRENGTH

COVID-19 was no respecter of person.

It did not defer to the elderly or excuse the young.

It paused for neither personal lifetime milestones nor major national events. Graduations. Weddings. The Final Four. The Peachtree Road Race. The virus did not care.

The coronavirus is, after all, a virus, and it fed on every opportunity to do what viruses do — spread exponentially. To counter the ever-accelerating, ever-deadly pace of COVID-19, the City of Atlanta mounted a robust, strategic and science-informed defense right from the start.

In February, Mayor Bottoms convened the Pandemic Coordination Team. By March, when Georgia’s first recorded cases were discovered in Atlanta, a slate of actions was

taken to keep residents safe and informed. Among them was the launch of #ATLSTRONG, a website that delivers the latest information on resources and support for residents and small businesses, and the #ATLSTRONG Fund, created to support residents experiencing economic hardship and health-related issues caused by COVID-19.

The virus proved to be a formidable enemy. There were setbacks and heartbreaking losses in what continues to be a drawn-out battle. Although COVID-19 was no respecter of person, it did, however, expose and exacerbate historical race, gender, education and economic fault lines in our society. For Atlanta, where unity, inclusion and being equitable are part of the City’s ethos—as denoted in the One Atlanta motto—it meant deploying another statement of wartime parlance: leave no resident behind.

COVID-19 Relief By the Numbers

AS OF DECEMBER 2020

\$80 million

Total amount
provided in
emergency
support

119,000

Number of people
served through
emergency food
programs

4,744

Number of
families receiving
housing
assistance

815

Number of
small
businesses
supported

800

Number of people
experiencing
homelessness who
received housing funding



May 30 | Atlanta Police Department
establishing curfew in Atlanta

Public/Private Investment

#**ATL**STRONG



The Atlanta COVID-19 Emergency
Housing Assistance Program



United Way of
Greater Atlanta



Gathering Strength

Mayor Keisha Lance Bottoms' dedication to leaving no one behind as Atlanta rises is both an acknowledgment of the historic marginalization of black and brown communities across this nation, and a commitment to bring real and measurable change to Atlanta.

No one individual, City office or external entity alone can be expected to have solutions to age-old, intractable problems...

But a unified force can.



March 15 | Mayor Bottoms convened the first meeting as chair of Gov. Kemp's Coronavirus Task Force Committee for the Homeless & Displaced, working with partners and stakeholders to ensure adequate shelter and resources for vulnerable populations in Georgia.

First Ever Office of Equity, Diversity and Inclusion

The Office of Equity, Diversity and Inclusion, the City's first ever, was created to centralize and galvanize the work of City offices and external businesses in the collaborative work needed to shift entrenched economic and social policies that often leave vulnerable communities lagging behind across the gamut—from employment and education, to housing and health care.

This unifying, One Atlanta approach proved critical in helping the Administration stand up a pandemic response team that helped to flatten the COVID-19 curve in Atlanta.



"We document work across the city to uplift stories of change and track investments being made in underserved communities. The office is a centralized base where all equity goals will be held, tracked and archived as a clearinghouse of news and information."

—Qaadirah Abdur-Rahim

Chief Equity Officer, Executive Director of One Atlanta

Chief Health Officer Takes the Wide View

The City's first-ever Chief Health Officer, Dr. Angelica Geter Fugerson, came on board in July 2019. Before the pandemic, her focus was addressing the heavy burden and disparities of the City's HIV/AIDS epidemic. She had already built bridges between key stakeholders, including Fulton and DeKalb counties, local hospitals and other community health organizations to ensure coordinated and consistent service between overlapping areas of service. This network proved invaluable in mounting a defense against COVID-19.



"The same people who didn't have access to HIV resources are the same people who don't have access to COVID-19 resources. And while we know we have to keep people safe and flatten the curve, we also have to make sure people have food, that their utilities stay on, and that people who are homeless have access to resources."

—Dr. Angelica Geter Fugerson

Chief Health Officer



Mayor Bottoms announces the Greater Atlanta Neighborhood LIFT Program in partnership with Wells Fargo.

Chief Housing Officer Builds on Collaboration

Chief Housing Officer Terri Lee was appointed Chief Operating Officer of Atlanta Housing by AH President and CEO Eugene Jones, Jr. As COO, she continues to serve as the City's Chief Housing Officer, which includes coordinating accountability and collaboration across City agencies.

"Having our Chief Housing Officer serve as the COO of Atlanta Housing further strengthens our collaborative effort for executing the City's One Atlanta Housing Affordability Action Plan," said Mayor Bottoms.



"I am proud of the City and of the stakeholders in this city that, even before the pandemic, came together to basically say, 'These issues are important and not only are they

important, but we can't look to government to solve them all by themselves. Now the government has to be a leader and has to be a facilitator—but they can't do it alone, and we want to join that charge.'"

—Terri Lee

Chief Housing Officer

ATLDOT: One Team, Sharper Focus

Mayor Bottoms created the Department of Transportation in 2019 to consolidate work that was previously spread out among three departments. Today, the three are one, and what used to be a diffused focus is now sharpened on a strategic transportation plan calling for a Vision Zero policy to eliminate traffic deaths, expand transit and create more options for people to get around without a car—all while improving road repair and delivering City services more equitably.

This collaborative solution is proving to be a great aid in the City's response to the impact of the pandemic on Atlanta's changing travel patterns.



"We're very cognizant of what we think post-pandemic could look like. Our fear is that maybe transit ridership doesn't rebound and that some of our most vulnerable road users may be in a position where they can't afford their car, so then how do we put things like an e-scooter or a bicycle into play as a real transportation solution."

—Josh Rowan

Department of Transportation Commissioner





#ATLSTRONG Fund

This donation campaign, led by the One Atlanta Office in partnership with the United Way of Greater Atlanta, was developed specifically to support Atlanta residents who are most vulnerable to economic and health-related issues caused by COVID-19. The fund provides:

- Food security for Atlanta's children and seniors
- Support for individuals experiencing homelessness
- Small business assistance
- Emergency assistance for Atlantans suffering financial hardship such as loss of income for help with paying rent or utilities

#ATLSTRONG



United Way of
Greater Atlanta

ATL311

fielded thousands of
questions during
the pandemic

The Top 3:

1

Court dates affected by City's
emergency closures

2

City's COVID-19 response

3

Meals for senior citizens



Infused more than
\$80 million
into emergency support

Taking Care of Businesses

Small businesses are the heartthrob of Atlanta. The local eatery, the corner barber, the dry cleaner and mom-and-pop grocers are not only convenient, they're essential hubs that keep the economy—and neighborhood news—flowing through our communities.

When COVID-19 interrupted many of their operations, Mayor Bottoms issued several funding opportunities to help sustain these vital lifelines.



Through Invest Atlanta, French Market Flowers was among more than 800 businesses that received assistance to stay afloat during the pandemic.



Resurgence Grant Fund gave eligible businesses the aid they needed to recover and rise again. Recipients received grants of up to \$40,000, plus a credit of up to \$10,000 of additional technical assistance to cover pandemic-related costs such as complying with requirements necessary for businesses to operate safely and protect their employees. The Fund was made possible by the \$88 million federal Coronavirus Aid, Relief, and Economic Security Act (CARES Act) funding to the City. The Resurgence Grant Fund was allocated \$22 million, with a portion of that amount used to recapitalize the creATL and Strength in Beauty recovery funds to continue supporting independent creatives and cosmetology professionals.

The Strength in Beauty Fund provided \$1,000 grants through a fiscal partnership with the United Way to assist the independent cosmetology workforce, including barbers, manicurists, skincare specialists and makeup artists.

“Atlanta has thrived on its rich history as home to some of the most skilled and creative cosmetologists and beauty brands for decades. As a city, we want to uplift those who take their time each day to brighten the lives of so many through their work.”

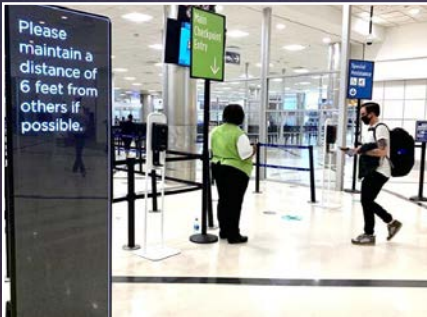
—Mayor Keisha Lance Bottoms

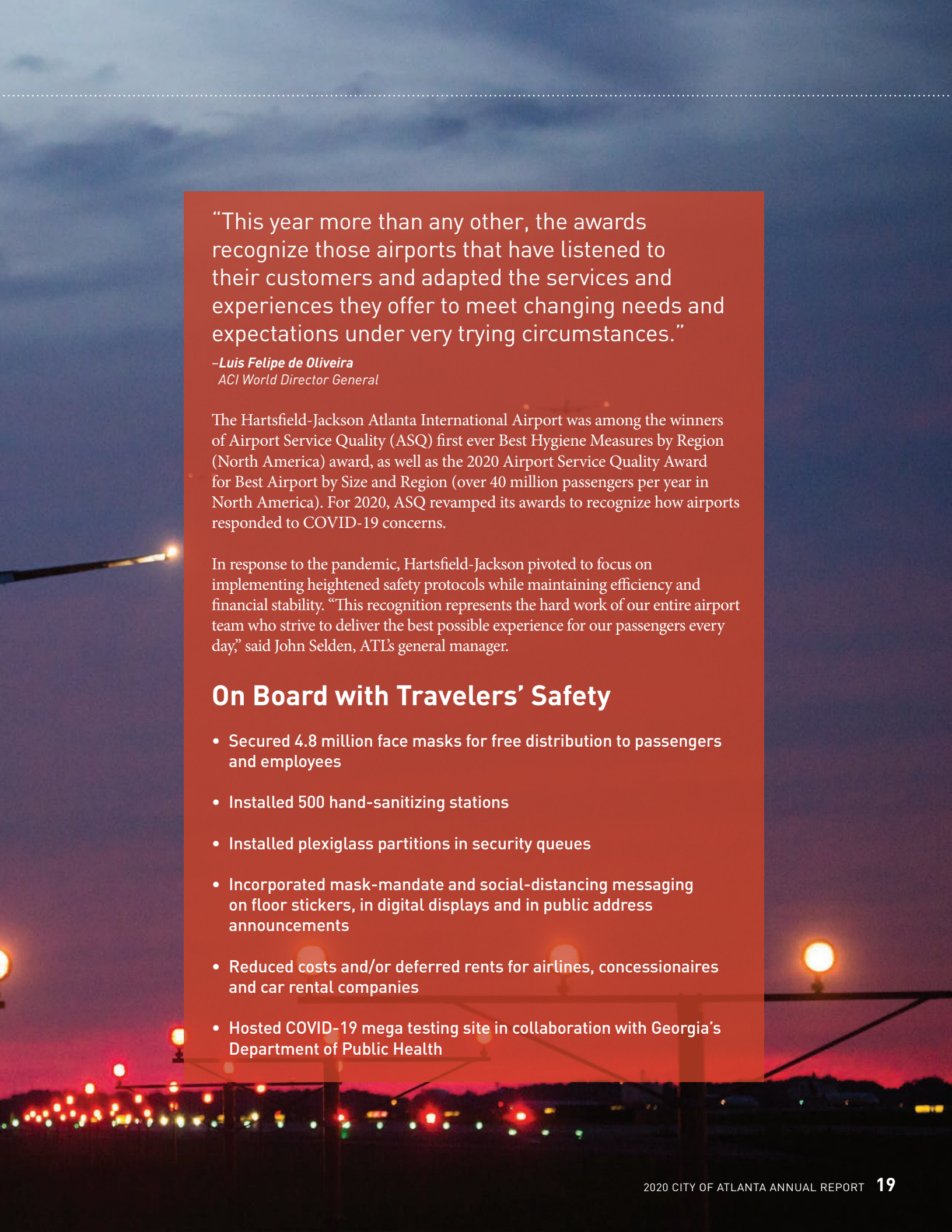
The creATL Relief Fund assisted Atlanta's creative community working in the gig economy with \$1,000 grants to alleviate economic hardship caused by project cancellations and other pandemic-related disruptions. The fund was launched through a public/private collaboration between the Mayor's Office of Film and Entertainment, the Mayor's Office of Cultural Affairs, the Mayor's Office of City Planning, Invest Atlanta and City National Bank.



Even under 'trying circumstances' ATL Continues to Soar

- Wins first ever Best Hygiene Measures by Region
- Wins 2020 Airport Service Quality Awards
- Remains one of world's busiest and most efficient airports





“This year more than any other, the awards recognize those airports that have listened to their customers and adapted the services and experiences they offer to meet changing needs and expectations under very trying circumstances.”

–**Luis Felipe de Oliveira**
ACI World Director General

The Hartsfield-Jackson Atlanta International Airport was among the winners of Airport Service Quality (ASQ) first ever Best Hygiene Measures by Region (North America) award, as well as the 2020 Airport Service Quality Award for Best Airport by Size and Region (over 40 million passengers per year in North America). For 2020, ASQ revamped its awards to recognize how airports responded to COVID-19 concerns.

In response to the pandemic, Hartsfield-Jackson pivoted to focus on implementing heightened safety protocols while maintaining efficiency and financial stability. “This recognition represents the hard work of our entire airport team who strive to deliver the best possible experience for our passengers every day,” said John Selden, ATL’s general manager.

On Board with Travelers’ Safety

- Secured 4.8 million face masks for free distribution to passengers and employees
- Installed 500 hand-sanitizing stations
- Installed plexiglass partitions in security queues
- Incorporated mask-mandate and social-distancing messaging on floor stickers, in digital displays and in public address announcements
- Reduced costs and/or deferred rents for airlines, concessionaires and car rental companies
- Hosted COVID-19 mega testing site in collaboration with Georgia’s Department of Public Health

“Thank you to the countless partners from the public, private and philanthropic sectors for assisting the City in connecting our most vulnerable populations with the critical services they need.”

—Mayor Keisha Lance Bottoms

Doing the MOST for the LEAST of Us

FEEDING THE ELDERLY

The City of Atlanta responded swiftly to the needs and concerns of the City’s senior residents. Chief among their concerns was food insecurity. The pandemic presented a menu of factors that contributed to the rise of hunger in older Americans: the inability to leave their home because of mobility issues; a fear of leaving home to shop for groceries; senior citizen centers closing where they once enjoyed a hot meal; not being able to afford the fees of food-delivery services or navigate their apps.



The City’s Department of Parks and Recreation worked with the Atlanta Community Food Bank, the Common Market, Goodr, Inc., and Meals on Wheels to deliver:

18,611 meals to **1,769** seniors

ISOLATION HOTEL FOR THE HOMELESS

As chair of the Committee for the Homeless and Displaced, Mayor Bottoms led the effort to provide crucial shelter for vulnerable members of our city. The Administration set aside \$1.5 million in emergency funding for homeless and displaced individuals.

An isolation hotel opened on April 2 for individuals who were displaced or experiencing homelessness and had tested positive for COVID-19 or were known to have positive exposure to someone with the virus. The 173 rooms in the

hotel provided a place for them to safely isolate or quarantine, which was crucial considering that they are often in shelters or transitional housing where beds positioned closely together make it very difficult to socially distance.

Highlights of Housing the Homeless

- Matching funds of an additional \$1.5 million from philanthropic contributions helped provide food, staffing, case management and security
- The #ATLSTRONG fund received a \$100,000 philanthropic donation, of which \$50,000 was designated for the City’s efforts with homeless and displaced individuals
- A portion of \$9.7 million in federal entitlement grant funds from Emergency Solutions Grant, Community Development Block Grant and Housing Opportunities for Persons with AIDS went to support homelessness-related efforts such as emergency assistance, emergency lodging and rapid rehousing





LEAVING NO STUDENT BEHIND

In March, when APS schools closed in response to the spread of COVID-19, a significant number of APS students faced the prospect of food insecurity and of falling behind because of limited or lack of access to virtual instruction. Forty-nine percent of all APS students receive food stamp benefits, homeless services, or are enrolled in pre-kindergarten Head Start programs.

- **The staff at the Department of Parks and Recreation** continued to provide free meals to afterschool students who relied on them. Meals included breakfasts, lunches and dinners at 20 of the City's recreation centers. From April to August 2020, more than 70,000 breakfasts and lunches, and more than 44,000 dinners were served.
- **Learning Pods** were created that served more than 200 Atlanta students. The pods were opened four days a week (Fridays were reserved for deep cleaning) in 17 recreation centers to give underserved children access to virtual learning. Students were provided breakfasts and lunches and distance learning devices.



PROFILE

STILL KEEPING ATLANTA YOUTH SAFE

Camp Best Friends Goes Virtual



When Camp Best Friends was launched in 1981 following the dark years of what became known as the Atlanta missing and murdered children case, it was a warm, welcoming light that offered Atlanta's youth a safe and productive environment to spend their summers.

That same care during a crisis was evident when the camp went virtual in response to the COVID-19 pandemic. Participants were given a free, multi-faceted online summer camp experience through Facebook Live or live Zoom meetings; or they viewed pre-recorded sessions.

Activities included virtual field trips and sessions in academic enrichment, physical fitness, creative expressions, science, technology, engineering, arts and math (STEAM), Mandarin, entrepreneurial basics, Spanish and cooking.

Keeping the Arts Alive

Few industries have been hit as hard by the COVID-19 pandemic as the creative industry. In Atlanta, independent creatives are a major part of the workforce. In fact, the City ranks second in the nation when it comes to people working in the gig economy.

To help creatives who lost income as a result of the virus, the creATL Relief Fund was created to provide direct grants of \$1,000 to Atlantans in the independent creative industry workforce, including film, television, media, music, eSports, digital Entertainment, performance and visual arts. Grant recipients were required to complete at least 12 hours of community service with a non-profit organization in the City.



Creative Industry By the Numbers

No. 2

Atlanta's rank in the nation's "gig economy"

12,768

Number of Atlanta businesses in creative industries

199,921

Number of Atlantans employed in creative industries

\$8 Billion

Total annual wages of Atlanta creatives

\$29 Billion

Annual total revenue in Atlanta's creative industries



“Despite the extraordinary events that impacted us, the city’s arts community showcased its resilience and innate ability to innovate. We

believe our infusion of support, coupled with bold new undertakings from our grantees, helped them stay the course while exploring long-term solutions for the future.”

— **Camille Russell Love**
Executive Director
Office of Cultural Affairs



THE SHOW MUST GO ON

In a show of innovation and resilience, major events that Atlantans love and expect found a way to go on.

- **The annual Atlanta Jazz Festival**, one of the largest free jazz concerts in the country, went online with 31 free virtual jazz concerts during the month of May.
- **The Cultural Experience Project** celebrates 15-year anniversary. At the beginning of 2020, this initiative continued to live up to its motto: “One class. One venue. Guaranteed.”



- **The Contracts for Arts Services Program** delivered needed financial support to the hardest hit local arts organizations and artists. The program was initiated in 1982 to support Atlanta’s thriving arts community by issuing annual contracts related to the production, creation, presentation, exhibition and managerial support of artistic and cultural services in the city.

#ATLSTRONG

Active in the



time of Covid



Celebrating our single garment
of destiny makes a
SAFE, WELCOMING AND

INCLUSIVE

From the bustling commerce of downtown to the urbane vibe of Midtown, from historic West End to posh Buckhead, and from the modern wonder of the Mercedes-Benz Stadium to the verdant oasis of Piedmont Park—our beautiful city of Atlanta is an enviable tapestry of exciting places, dynamic people and diverse cultures. When we work together to ensure that all Atlantans are attentively served and heard, and equally cared for and celebrated, we come closer to achieving the vision of One Atlanta.



City on Top

#1

Metro Area Tech Hub
(Growth Leader)

Business Facilities, July 29, 2020

#2

Moving Destination
in the Nation

Penske, January 22, 2020

#3

**City for Work-From-
Home Condition**

Site Selection Group, July 22, 2020

“From our legacy as the cradle of the civil rights movement to our current status as one of the most progressive cities in the world, we still shine as that city on a hill influencing the world.”



—Mayor Keisha Lance Bottoms

CITY



THE CITY OF ATLANTA RECEIVES A
100% RATING
AND NINE BONUS POINTS
ON THE 2020
HUMAN RIGHTS CAMPAIGN
MUNICIPAL EQUALITY INDEX

This is the highest total raw score
in the City of Atlanta's history
and the 8th consecutive perfect score.

 **ATLGB+Q** 



“While we focus on building the community’s trust, we also are supporting and protecting our officers, who show up every day committed to keeping this city safe.”

—Mayor Keisha Lance Bottoms

Leadership in a Time of Crisis

Atlanta Police Department

REFORM AND SUPPORT

On any given day, police officers face challenges and dangers most of us cannot imagine. Throughout 2020, they have been on the frontline of a deadly pandemic. They policed civil unrests reminiscent of 1960s-era demonstrations in protest of the murders of George Floyd, Breonna Taylor and other allegations of police brutality in black and brown communities.

Mayor Bottoms, while giving an unblinking assessment of the serious issues APD must face head-on (including a 22-year high number of reported murders), also acknowledged the dedication, bravery and sacrifice of the hard-working men and women of the department. Support of police officers and espousing reform are not mutually exclusive, but, in fact, will work in tandem to create an Atlanta where all residents—regardless of race, nationality, religion, gender identity, sexual preference or socio-economic status—are equally served and protected.

Strategic and definitive actions followed:

- Mayor announces two new Administrative Orders related to transforming the Atlanta Police Department
- Mayor issues Administrative Order to conduct citywide public engagement in policy discussions and reforms
- Mayor creates Advisory Council to examine police use-of-force policy and procedures; Advisory Council delivers 14-day recommendations to Mayor
- Mayor issues veto letter on procedurally defective ordinance passed by council related to police reform recommendations
- Police Executive Research Forum (PERF) is retained to conduct a full review of ADP’s policies and training as next steps to reform public safety in Atlanta
- Mayor orders review of City’s Video Integration Center, saying: “As the City pushes for progress in modern policing, the leveraging of technology must be part of the dialogue.”
- APD reaffirms its embrace of President Obama’s Task Force on 21st Century Policing, which calls for change in policing culture and for working with communities





“With the protests, the pandemic, the personnel changes and crime fluctuations, our **will and resilience were**

tested, not only as law enforcement professionals — but as human beings. Despite a complicated year, **we never wavered in our resolve** to respond when our community called. Our commitment to this city never faltered.

The protests and the subsequent anger by the general public at law enforcement officers all over the country tested our emotional, physical and spiritual strength. Despite all of the challenges, APD **never lost sight of our mission** to protect and serve.”

—Rodney Bryant

Interim Chief of Police



2020 APD SUCCESSES

- Homicide Unit had a 63% solve rate vs. the 59% rate nationwide
- An overall 2% reduction in Part 1 crimes (murder, manslaughter, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft and arson)
- Atlanta Proactive Enforcement and Interdiction Unit (APEX) had an 11.26% increase in gun seizures in targeted enforcement areas
- Added 61 license plate readers (LPR's) to enhance the Video Integration Center and expand technology to fight crime
- E-911 Center continued to exceed the national standard of 90% of calls answered within 10 seconds, achieving an average of 96%.
- Thanks to community involvement, Crime Stoppers received record-breaking 5,200 tips that led to 110 arrests
- Atlanta's Most Wanted yielded six arrests of violent crime suspects
- Wanted Wednesday was launched with the use of social media and on-camera media interviews to help bring attention to suspects on the run
- Creation of the APD recruitment web site to increase visibility for recruitment, serve as reservoir of knowledge in the recruiting process and act as a one-stop shop for interested applicants looking to join the APD

LOOKING FORWARD

- **Commitment to the goal that all citizens feel safe, respected and heard**
- Renewed vigor and a laser focus on crime reduction strategies
- Building on the APD's status as one of the nation's most racially diverse and gender-balanced police forces and a reflection of the city's demographics. The department is 60 percent African American; women represent all divisions and units in various leadership ranks and roles; and there is diversity in leadership and entry-level positions, in both civilian and sworn ranks.



“By reimagining ACDC, we are choosing to put our precious resources toward creating wellness and opportunity—which is in line with our vision for One Atlanta.”

—Mayor Keisha Lance Bottoms

Reimagining Atlanta City Detention Center

The nearly 500,000-square-foot, 17-story building in the heart of downtown costs millions to operate, but houses only about 30 people a night

Mayor Bottoms’ vision for the Atlanta City Detention Center—notoriously known for warehousing people for minor, non-violent infractions—is to transform the facility into a holistic community facility offering resources around wellness, drug treatment, education and job training. By prioritizing people, the transformation will ultimately make our City safer and our communities stronger.

JUSTICE REFORM PLANS

The key to ACDC’s transformation is overhauling the City’s ordinances and policies to have some misdemeanor offenses require fines paid rather than jail time. After gathering feedback on the plans in January and February, legislation was introduced to adopt the final recommended plan and then introduce associated legislation to start implementation in March.

The Reimagine ACDC Task Force—which includes representatives of local government agencies, as well as individuals picked from nominations submitted by the public (including those who have been detained at the center)—submitted its report to Mayor Bottoms in May 2020.



Atlanta City Detention Center

5 Recommendations OF THE TASK FORCE

- 1 Expand diversion offerings and implement changes to APD policies and practices to reduce arrests for municipal code violations
- 2 Update the City code in phases to remove incarceration as a penalty for certain municipal code offenses and place a stronger emphasis on community service
- 3 Renovate the Municipal Court to support improve booking and processing of any arrests
- 4 Build space at the proposed new Public Safety Training Academy to accommodate the needs of the Preparing Adult Offenders Through Treatment and Therapy Program (PAT3) and to support the finalized plan
- 5 Close ACDC, finalize decisions on repurposing the facility and/or land and begin the process to implement the vision for Center for Equity

Building Our Future



ENGLISH AVENUE HOUSING COMPLEX FOR POLICE RECRUITS

Artist rendering of a housing complex in Atlanta's Westside for Police Department recruits. Part of APD's Secure Neighborhoods Program, the development aims to reduce crime, improve community policing, and provide affordable housing so that APD's finest can live in the city they protect.



CITY OF ATLANTA POLICE PRECINCT-ZONE 3

This LEED Silver-designed facility is the prototype for all new city of Atlanta future police precincts.

First level (main public/staff area): conference room, roll-call room, 50-person seating community meeting room, waiting area receptionist/administration area, public restrooms, male and female sleeping areas, male and female shower and locker rooms, interview rooms, holding areas

Second level: offices, breakroom, male and female restrooms, conference room, staff area, detective areas

External: brick, insulated metal panels and glazing, metal cantilevered canopy, lighted bollards defining the entrance, solar photovoltaic panels on roof to assist with powering the building

Square Footage: 20,000

Project Budget: \$11.3 million





Our Heroes, Our Neighbors



Atlanta Fire Rescue Department

Living and working in 36 fire stations embedded throughout our communities (five of those at the Hartsfield-Jackson Atlanta International Airport), AFRD fire fighters are not only heroes who run into burning buildings, they also are our neighbors. Like good neighbors, they lend a helping hand with quite a few more mundane activities—things like installing child safety seats, doing blood-pressure checks, staging puppet shows on fire safety for school children, and linking seniors living in neglectful conditions to social service agencies.

Their service to our communities only strengthened during the COVID-19 pandemic. The AFRD distributed 793,600 surgical masks to the public (as of February 2021) and participated in various food drives.



“The trials of the pandemic environment during the past year have been very challenging for the men and women of the Atlanta Fire Rescue Department. We stand together, strong, remaining adaptable to selflessly meet the emerging needs of the City of Atlanta and its citizens, today and beyond.”

—Roderick M. Smith, Fire Chief



The AFRD participated in several food drives.



Mayor Bottoms and other officials at ribbon-cutting ceremony celebrating the completion of renovations at Fire Station 26.

The Adopt-a-Fire-Station Campaign gives communities a way to show their appreciation to the nearly 900 men and women who daily take on the role of hero and neighbor. Community partners come together in a collective effort to enhance a fire station's public service capabilities, features and equipment. Community members are able to donate supplies needed to operate a modern and efficient neighborhood fire station, from office equipment to kitchen supplies.

In February, the City of Atlanta, local organizations and residents celebrated the completion of a project to renovate Fire Station 26 on Howell Mill Road in Buckhead. The station received \$75,000 in donations from the Rotary Club of Buckhead, \$7,000 from the Buckhead Coalition, \$10,000 and kitchen items from residents living near the station and furniture donated by Rawson Haverty. The project was led by Mayor Bottoms, (now former) Atlanta Fire Chief Randall Slaughter and the Atlanta Fire Rescue Foundation.

AFRD EARNs HIGHEST POSSIBLE CLASS 1 ISO RATING

The rating demonstrates quick response to community needs, highest possible standard of risk mitigation, and a commitment to preserve life, property and environment. A community's investment in fire mitigation is a proven and reliable predictor of future fire losses. Information on municipal services helps the communities with efforts to manage and mitigate their risk, which in turn helps keep insurance premiums low.

Risk-mitigating steps the department took include:

- **Continuing smoke alarm installations during the pandemic**
- **Community Fire Blitz** events to provide information on fire safety
- **Close Door Campaign** to encourage residents to close their bedroom doors at night to increase chances of surviving a fire
- **Authorized staffing 1149 for Downtown and Airport personnel**
- **AFRD remains CPSE Accredited**

CY 2020 DOWNTOWN CALLS FOR SERVICE

EMS	55,606
Fire	16,107
Hazmat	469
Other	9,083
Rescue	1,601

Total 82,866

CY 2020 AIRPORT CALLS FOR SERVICE

EMS	4,354
Fire	428
Hazmat	49
Other	181
Technical Rescue	45

Total 5,057

Hartsfield-Jackson Atlanta International Airport celebrates the 50th anniversary of PRIDE by lighting its canopies.

LGBTQ Affairs

8TH CONSECUTIVE PERFECT MEI SCORE

One Atlanta, the City's office for Equity, Diversity and Inclusion, receives record-setting 8th consecutive perfect score on Human Rights Campaign's Municipal Equity Index. The MEI scores the inclusivity levels of cities' laws, policies and services impacting LGBTQ citizens. Ratings are based on non-discrimination laws, the municipality as an employer, municipal services, law enforcement and city leadership's public position on equality.



FIRST-EVER DIRECTOR OF LGBTQ AFFAIRS



Mayor Bottoms creates Atlanta's first-ever director-level position for LGBTQ Affairs. As director, Malik Brown, the City's former LGBTQ Affairs Coordinator, will work with and advise the Mayor and City departments on policies, programs and initiatives affecting LGBTQ residents, City employees and visitors.

HIV EXECUTIVE FELLOW



Mayor Bottoms and FUSE Corps, a national nonprofit that partners with local government to help urban communities thrive, announced that Dr. Karterria Finkley will support the City's efforts to combat the HIV/AIDS epidemic. In collaboration with other critical public health stakeholders, Finkley will establish data-gathering processes and expand opportunities for preventive programs and policies. After the fellowship year, the City will have advanced, existing and new recommendations to prevent, promote and help communities address the HIV/AIDS epidemic.

FIRST LGBTQ OPPORTUNITY FAIR

Mayor Keisha Lance Bottoms hosted the first-ever Mayor's Virtual LGBTQ Opportunity Fair. With more than 800 people in attendance, this historic initiative leveraged the combined power of government, the corporate sector and local non-profits to ensure that LGBTQ Atlantans had access to meaningful employment and vital resources. The virtual event featured live video interviews with some of Atlanta's foremost pro-equality employers, as well as complimentary resumé-building services and resources specific to the needs of the LGBTQ community.

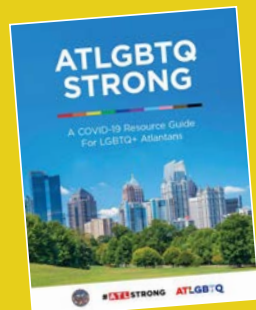
ATLANTA EAGLE

Mayor Bottoms began the process to designate the Atlanta Eagle building as a historic landmark. For more than three decades, the Atlanta Eagle has been an integral part of Atlanta's cultural and social landscape, including its role in helping to create beneficial policy changes and cultural improvements between the LGBTQ community and the city of Atlanta.



CONNECTING COMMUNITIES SUMMIT

The Mayor's Office and the Human Rights Campaign co-hosted the first ever Connecting Communities LGBTQ Liaison National Summit. The historic summit brought together more than 100 municipal LGBTQ+ liaisons for a day of learning and best-practice sharing.



ATLGBTQ STRONG RESOURCE GUIDE

Mayor Bottoms released ATLGBTQ Strong: A COVID-19 Resource Guide for LGBTQ+ Atlantans. The administration also provided personal protection equipment to LGBTQ non-profits and safe spaces.

City Celebrates Asian American Pacific Islander (AAPI) Heritage Month

For Asian American Pacific Islander Heritage Month, two City offices, International Affairs and Immigrant Affairs (Welcoming Atlanta), teamed to celebrate and honor the city's Asian American and Pacific Islander community. The month-long celebration featured a slate of activities, including daily profiles of community members who contributed to the city in the areas of diplomacy, community engagement, business and the arts. In partnership with the Children's Museum of Atlanta, the Confucius Institute at Georgia State University and the Japan-America Society of Georgia hosted a series of virtual events including a musical performance, Tai Chi and yoga sessions, children activities and cooking demonstrations.



2020 AACCLA Annual Meeting: Outlook on the Americas

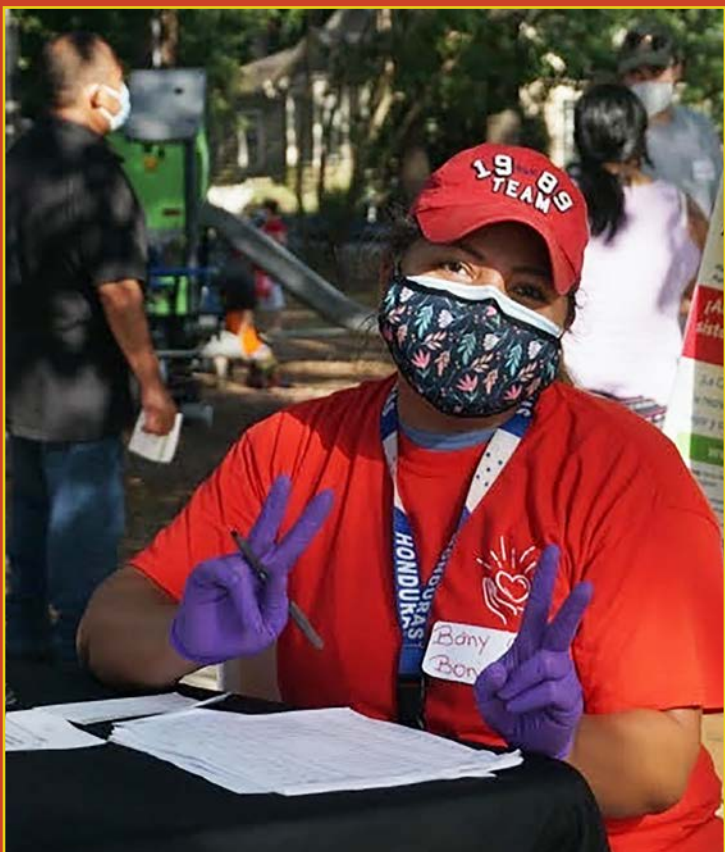
The Association of American Chambers of Commerce in Latin America and the Caribbean (AACCLA) hosted its annual Outlook on the Americas meeting in Atlanta. The Office of International Affairs worked closely with the U.S. Chamber of Commerce and AACCLA to attract the annual meeting to Atlanta. AACCLA hosted its public conference at the Metro Atlanta Chamber of Commerce, where it set its 2020 policy priorities during internal meetings, explored Atlanta's innovation ecosystem, networked with the local business community and participated in site visits.

The Office of International Affairs hosted a welcome reception to convene Atlanta's business leaders, members of the civic community, state lawmakers and community representatives to promote Atlanta as a premier destination for diverse business opportunities.



Ozzie Areu (second from left) of Areu Bros. Studios with AACCLA members at the Welcome Reception

‘The Opportunity to Grow as a Person’



“Working with Welcoming Atlanta has taught me to be more accepting and understanding because we interact with people from diverse backgrounds.”

Launched in response to the COVID-19 pandemic, the **Community Navigator Program** empowers community members by giving them the critical knowledge they need to advocate for communities in underserved immigrant neighborhoods. Most navigators are women from these neighborhoods who are provided leadership development training. They share critical information on COVID-19 guidelines, rental assistance, access to victim services and more.

“Working with Welcoming Atlanta has taught me to be more accepting and understanding because we interact with people from diverse backgrounds. As a community navigator, I have learned to overcome many obstacles, including serving people who do not speak the same language, and I am grateful that I have been able to overcome this barrier and be able to communicate and serve each person in a professional manner.

“The greatest satisfaction of my role as a navigator has been the appreciation we receive from the people we serve, because they know it comes from our heart. Welcoming Atlanta has given me the opportunity of this incredible job, but more than that, they have provided me with the opportunity to grow as a person.”

— **Bony Bonilla**
Community Navigator

ONE ATLANTA

“Our culture of collaboration has illuminated the path nationwide for how to build a city where each one, helps one.”

—Mayor Keisha Lance Bottoms

WORLD-CLASS

Mayor Keisha Lance Bottoms’ vision for One Atlanta is a panoramic, full portrait of a city that works for everyone. It is an encompassing embrace of diverse people and their many different cultures. It is operations that provide efficient services to all Atlantans, regardless of their ZIP code. It is a park in every neighborhood to run and play—and wide, open spaces throughout the city to relax and commune with nature. It is clean streets and byways that get us across town, and the world’s most efficient airport to get us across country. When we focus on the building blocks of our city—employees, infrastructure and services—we lay a strong foundation upon which healthy and resilient communities can grow and thrive.

We build the Atlanta of our dreams.

City on Top

#3

City for
Most Parks per Capita

(WalletHub, May 20, 2020)

#3

Best City for
Fun & Recreation

(WalletHub, December 1, 2020)

Atlanta Department of Transportation



Created

first-ever Atlanta Department
of Transportation

40.2%

reduction in
admin costs



64.7%

increase in project
performance



Launched

Vision Zero for safer
streets in Atlanta

EMPLOYEES, INFRASTRUCTURE AND SERVICES

ATL311

One Source for City Services
Primary contact channel for
non-emergency services
and information

**ATL311's goal
is to answer**

**80 percent
of all calls within
60 seconds**

Fix-It ATL

Operation Clean Sweep

Keeping Atlanta beautiful was the goal of Operation Clean Sweep, the second phase of Fix-It ATL that kicked off in September 2020. The initiative included the clean-up of illegal dump sites, streets, medians and other public areas, and the removal of illegal signs and dead animals. It also improved collection of residential and bulk trash.

The effort was a successful city and community partnership as residents and businesses were empowered and mobilized to contact the City to report issues and request services.



Clean Sweep removed

8,388

tons of trash

across Atlanta neighborhoods

27,435

Potholes filled

More than

1.7 Million

311 service
requests handled





Social Media

HappiFeet App

launched to receive customer feedback on parks and recreation system

Launch of
activate-atl.com
website

DPR Communications

23,000

survey postcards
mailed

1,867

survey responses
received

27

focus groups
hosted

717

attendees of virtual
public meeting



The Department of Parks and Recreation

ActivateATL: Recreation and Parks for All

The Department of Parks and Recreation launched ActivateATL in June 2020. This comprehensive master planning effort is aimed at increasing access to recreational programming, fostering community connections to nature through parks and trails, and ultimately improving the health, happiness and resilience of all Atlantans, in all neighborhoods.

It was the City's first comprehensive parks and recreation plan in more than a decade

and included one of the most ambitious community engagement efforts the City has ever undertaken.

Following its comprehensive master plan to hear from residents about their dreams and ideas for parks and recreation programming, the Department of Parks and Recreation launched several communications initiatives following the first phase of 12 virtual public engagement meetings last summer.

“Adding to the City’s parks and green space inventory further helps ensure our commitment to providing residents of Atlanta a green and equitable city that allows for healthy recreation opportunities.”

—Mayor Keisha Lance Bottoms

Rendering of
Cook Park

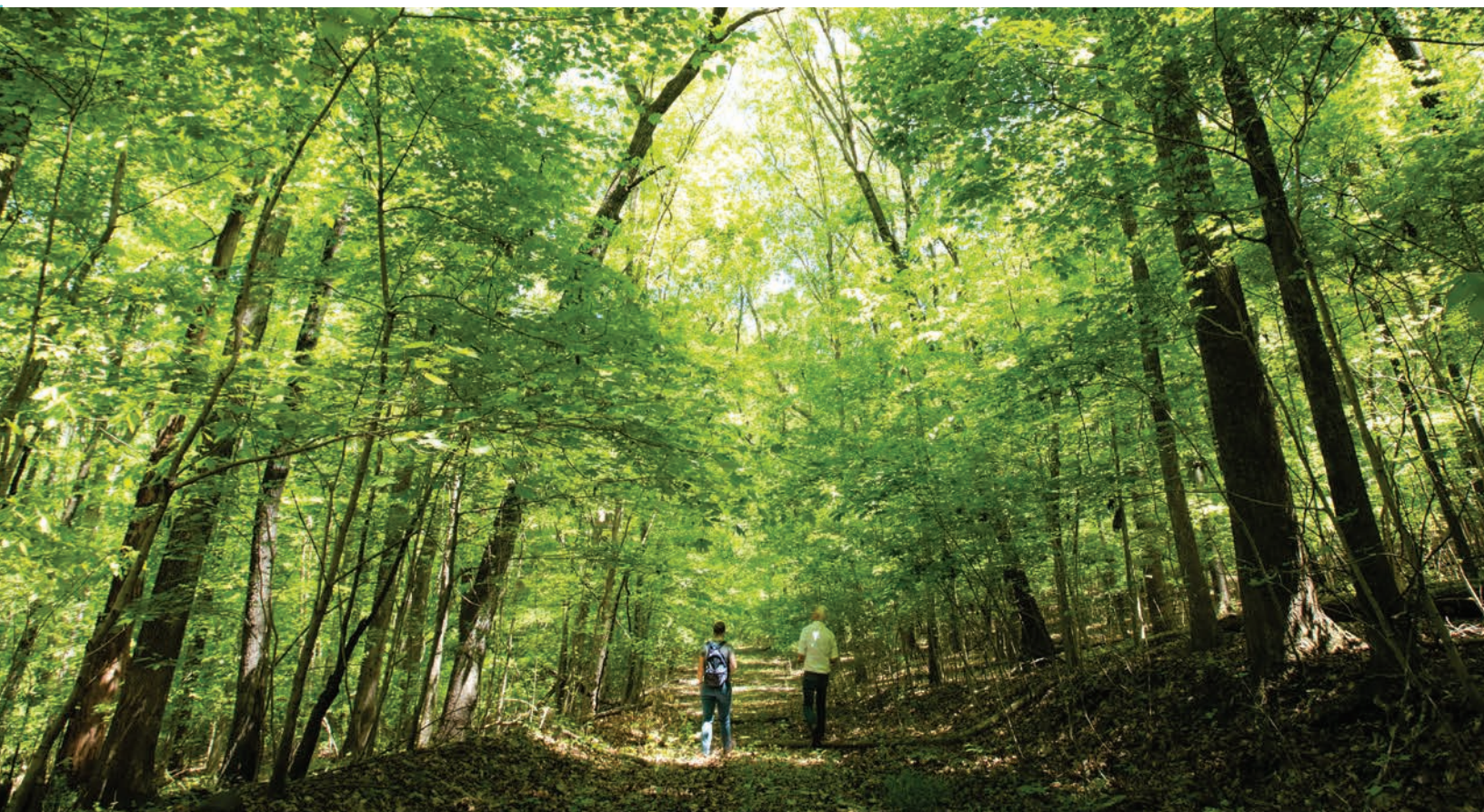


Office of Park Design

This year represented significant work made on capital projects, as well as an impressive list of land acquisitions. Through a combination of more than \$100 million of philanthropic and public dollars, capital projects included everything from pavilions and playgrounds to regional parks and work on acquisitions. Some of the most notable capital projects nearing completion include **Cook Park** in Vine City and **Westside Park** at Bellwood Quarry.

230 acres

acquired over the past year,
reinforcing Mayor Bottoms’
commitment that
every NPU will
have its own park



Lake Charlotte Nature Preserve

Southwest's Hidden Preserve Is Now One of Atlanta's Largest Parks

On 216 acres, nearly 60,000 trees—giant poplars and oaks mixed with less familiar species like beech and shagbark hickory—point skyward. It is hard to believe that this teeming, deep forest, located at 3018 Forrest Park Road, is just six miles from downtown Atlanta. Known as the Lake Charlotte Nature Preserve, it is more than twice the size of Cascade Nature Preserve and is slightly bigger than Piedmont Park, which now makes it one of Atlanta's largest parks.

Residents of the South River Garden neighborhoods have had their fears allayed, as the City's purchase of the preserve ensures that it will not become a landfill or paved over for industrial construction. The hidden emerald sanctuary will stay a forest, open up for public access, and potentially become part of a future network of parks and trails in southeast Atlanta.



"This is a home run. It is one of the most intact forests in the city of Atlanta."

– **Tim Keane**

Atlanta Planning Commissioner



Westside Park

FUNDING UPDATE

- **\$17.5 million grant from the Arthur M. Blank Family Foundation** to enhance connectivity at Westside Park

CONSTRUCTION UPDATE

- Completed drilling five miles of tunnels between the quarry, the Chattahoochee River and the Hemphill Water Treatment Plant
- Former quarry began filling with water on April 17, 2020, and was filled by summer
- Work is nearing completion on phase one of the green space and is expected to open by summer 2021

CONNECTIONS

- Atlanta BeltLine's Westside Trail northern extension
- Westside BeltLine Connector
- Proctor Creek Greenway

SURROUNDING NEIGHBORHOODS

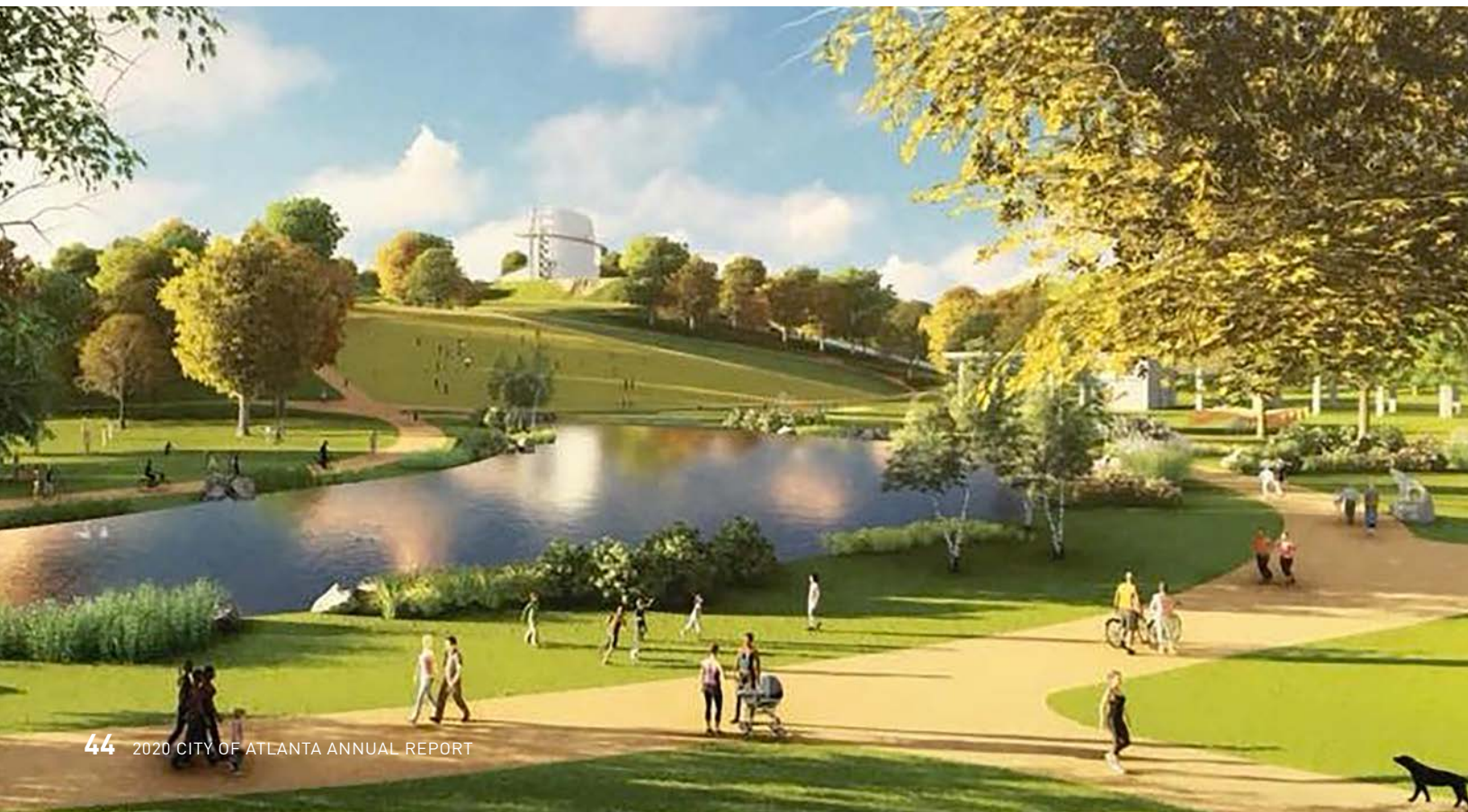
- Bankhead
- Blandtown
- Grove Park
- Hills Park
- Howell Station
- Knight Park
- Rockdale
- West Highlands



"With the opening of Westside and Cook parks, we

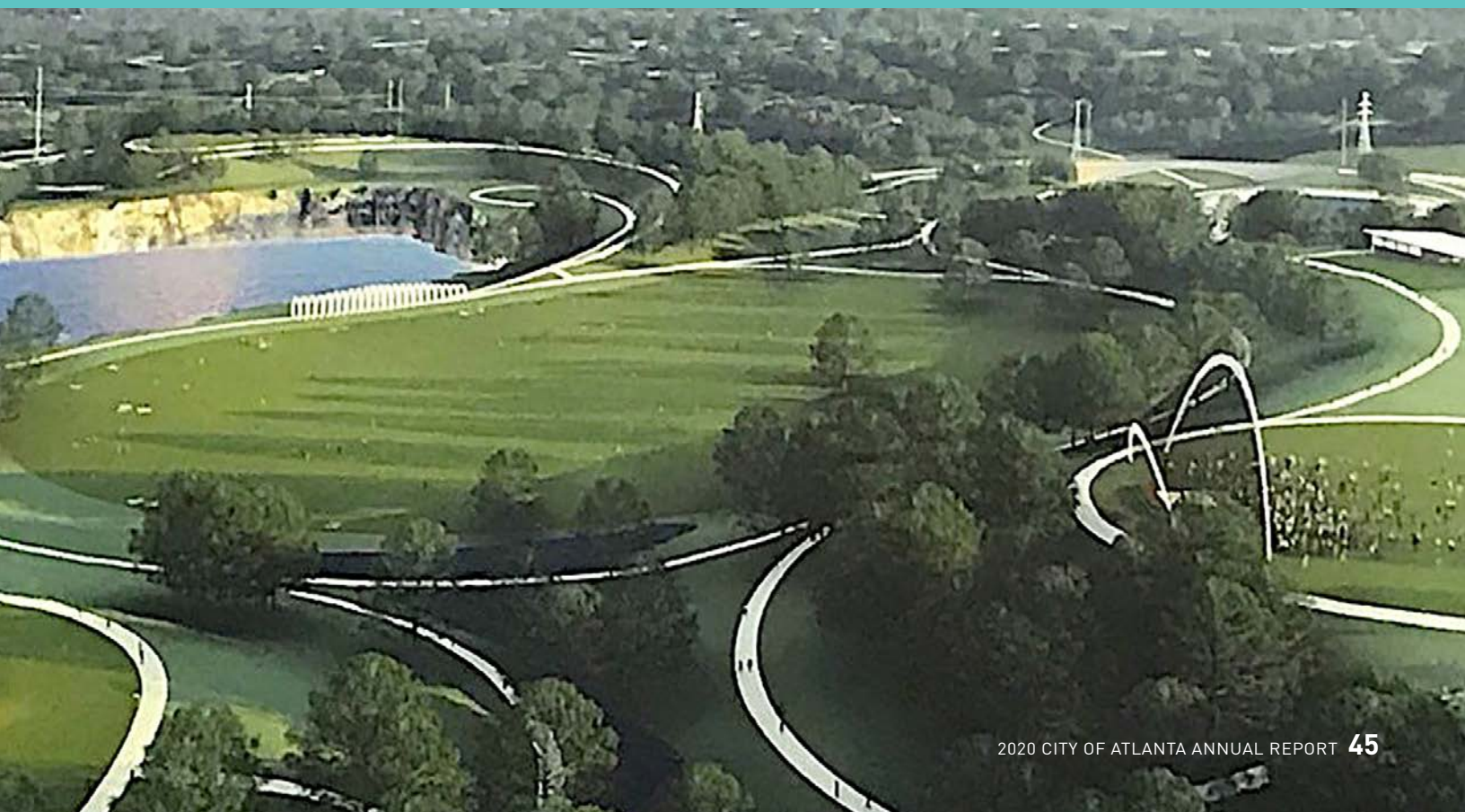
are on the fast track to creating a world class park and recreation system that Atlantans can be proud of!"

—**John Dargle Jr.**
Parks and Recreation
Commissioner





Westside Park is the city of Atlanta's largest planned greenspace. Located in northwest Atlanta, it will double as a water reservoir and a 280-acre park when complete. Plans for the first section call for walking trails, an open lawn, a grand overlook and city views.



Department of Watershed Management

THE WATER SUPPLY PROGRAM

The former Bellwood Quarry, a part of the Water Supply Program, has been transformed into a 2.4-billion-gallon reservoir. This project increases Atlanta's reserve water supply to 30 to 90 days—it was previously three to five days. The \$320-million investment also included the construction of a five-mile tunnel connecting the Chattahoochee River and the Hemphill Water Treatment Plant.



Ostara Nutrient Recovery Technologies Inc.

THE MUNICIPAL OPTIONS SALES TAX

In June, voters overwhelmingly approved an extension of the one-cent municipal option sales tax (MOST) through 2024. MOST proceeds have allowed the City to maintain existing rates while making more than \$2 billion in infrastructure improvements that have reduced the number and volume of sewer spills and supported more than \$5 billion in development.

OSTARA NUTRIENT RECOVERY TECHNOLOGIES INC.,

in partnership with the city of Atlanta Department of Watershed Management (DWM), officially opened the state-of-the-art Nutrient Recovery Facility at the R.M. Clayton Water Reclamation Center (WRC). The facility will recover valuable phosphorus, which helps protect local waterways from nutrient pollution while producing an environmentally sustainable fertilizer, sold as Crystal Green®.

COOK PARK PROJECT

The Cook Park Project represents a collaborative effort between the city of Atlanta Department of Watershed Management, Trust for Public Land, the Department of Parks and Recreation, the National Monument Foundation and, most importantly, the residents of Vine City.

The park is designed to provide capacity relief to the City's combined sewer infrastructure by capturing 150 acres of drainage and detaining up to nine million gallons of storm water on site.



Bellwood Quarry

Hartsfield-Jackson Atlanta International Airport

Still Busiest
Still Most Efficient
Still Growing

- **42,918,685 passengers in 2020**, the highest passenger total in North America
- **548,016 operations in 2020**, the highest operations total in the United States
- **ATL Cargo volume down 6.27 percent** in 2020 (compared to a 10.6 percent drop worldwide)
- **\$102 million in savings** as a result of bond refinancing efforts

ATLNEXT

This multi-billion-dollar capital improvement plan is improving and expanding infrastructure throughout the airport. This year's accomplishments:



- **Expansion of the South Security checkpoint** came in ahead of schedule and under budget, doubled the size of the existing security area, and overcame the challenge of importing new security equipment and installation staff from abroad
- **Expansion of the T North Concourse**, which will add five gates
- **Completion of the ATLSkywalk pedestrian bridges** increased efficiency and safety for passengers parking in ATL lots
- **Completion of the ATL West Parking Deck** increased parking capacity by more than 5,600 spaces
- **The Plain Train tunnel turnback project** decreases wait and travel time for Plain Train passengers



HERE WE GROW

- **New Sullivan Road parking lot** was certified USGBC LEED Silver level
- **New Fire Station 40** was certified USGBC LEED Gold level
- Added **58 additional EV charging stations** at the Sullivan Road and West Parking Deck locations; currently there are 275 EV charging stations throughout the airport
- **Exhibited stronger cargo** volumes than the industry standard – likely due to increased COVID-related cargo efforts
- **E-commerce growth worldwide** resulted in increased cargo opportunities
- **Amazon Air added three daily flights at ATL**; 300 employees were hired by Amazon's ground handler to expedite the flights
- **DHL Express expanded** its presence and moved into ATL's Cargo Building C, establishing a gateway for its Southeast cargo operations and eventually adding 300 new employees

AWARDS

- **Air Carrier Airport Safety Award**
- **Most Efficient Airport** for 17th consecutive year
- **Rideshare Award** for AERO Insider Carpool Parking Program
- **Two Airports Council International 2020 Airport Service Quality Awards**
 - Best airport by size and region
 - Best hygiene measures by Region (North America)



As we build public trust, we create an
**ETHICAL, TRANSPARENT
AND FISCALLY**

RESPONSIBLE

Trust is at the root of any growing and thriving relationship. That includes the relationship between a city and her citizenry.

The Bottoms Administration is earnest in its commitment to make Atlanta one of the most transparent and fiscally responsible cities in the nation. There is ongoing investment in technology that opens City operations to public view—from Atlanta’s Open Checkbook, which allows taxpayers to track how their money is spent, to APD body cameras that automatically activate whenever a service weapon is drawn. There is also investment in the people, programs and offices that are tasked with transforming our commitment to accountability from sincere promise to everyday practice.

One Atlanta means doing the work to build the trust.



GOVERNMENT

“With unprecedented disclosure of information, our citizens have the ability to quickly and directly get answers on exactly how their government is working for them.”

—Mayor Keisha Lance Bottoms

New Office of Inspector General

Promoting trust with independent investigations

This newly created office has the power to identify and investigate fraud, waste, corruption, abuse and misconduct. Its creation is the latest move by the Bottoms Administration to enhance and expand transparency and accountability in City government.



“To succeed, a government for the people depends on the integrity of the people it places in position of trust.”

– **Chief Justice Leah Ward Sears**
Chair, Task Force for the Promotion of
Public Trust

EXECUTIVE ORDER

The Executive Order to create the office states that the position must:

- Be **independent** from the Mayor and the Atlanta City Council
- Be **governed by an independent board** with the authority to conduct administrative appeals and to appoint and remove the Inspector General, the City Auditor and the City Ethics Officer, rather than by an administrative investigatory board
- Have **broad jurisdiction** to seek out fraud, waste, abuse, corruption and misconduct
- Have **budgetary protection**
- Contain the **functions and operations** of the current Independent Compliance Officer, the City Auditor and the City Ethics Office while preserving the independence of the appointment of the City Auditor and City Ethics Officer
- Be appointed by a **fixed term of appointment** with removal only for cause
- Be (preferably) an **attorney**
- Have direct **subpoena power**
- Have **authority** over the administration, management and direction of the affairs and operations of the Office of the Inspector General, including the authority to appoint and remove all or any of the personnel assigned to such office except for the City Auditor and City Ethics Officer, which should remain independently appointed

New e-Procurement system

Fostering confidence in procurement actions and decisions

The Department of Procurement implemented ATLcloud, a new e-procurement system that offers transparency and time and cost savings to City vendors. As a result, bids are more competitive, the process is more efficient, and transparency is making it simple for vendors and the public to monitor items such as bids and proposals, POs, invoices, life cycles of orders and payments.

This transformation of the department began with the May 2020 hiring of Martin Clarke as chief procurement officer. When COVID-19 began effecting vendors' access to the bidding process, his team responded quickly by making its operations fully virtual.

With the launch of the City's first-ever procurement website, vendors now have fingertip access to project information and can upload bids or proposals in a fraction of the time it took to mail or bring them in. Similarly, responses to inquiries that used to take up to three days to receive are now received instantaneously. There is also a cost saving, as vendors now upload bids to the site rather than spend money to copy and submit forms.



"Last year was about people and building the team. I made wellness

checks every week by calling random people to check on them. I instituted numerous substantive training sessions, but also provided training on managing stress. At end of the day, we were people going through a pandemic."

—Martin Han Clarke

Chief Procurement Officer

Atlanta Information Management

Providing security for our network infrastructure

AIM has strengthened the City's network infrastructure, which improves its security posture. The office also committed resources toward ensuring that the City is on the forefront of technological advances.

2020 HIGHLIGHTS:

- Implemented **PC Refresh Campaign** to upgrade and replace more than 200 existing older computers and laptops in five Centers of Hope
- Moved to **One-Drive**, a cloud-based system that makes accessing files and information more efficient and secure
- Developed a **Business Continuity Program** to ensure that the City can operate business as usual in the event of a major crisis to network infrastructure and citizen-facing services
- Developed a **Cybersecurity Program** to help spot virtual criminals and reduce likelihood of internal leaks, hacks and other risks



ONE ATLANTA

“I don’t know of any other city that has it the way we have it in Atlanta. We have the responsibility to uphold who we are and our legacy as a city.”

—Mayor Keisha Lance Bottoms

THRIVING

Atlanta is harnessing the power of connectivity. It is evident in the concrete example of the Beltline, which is physically connecting communities, green spaces and businesses in a network of trails around the city.

The power of connectivity is also found in more nebulous examples, such as the City’s commitment to issues like affordable housing and housing for the homeless. Ensuring that no one is left behind as the city prospers is putting strategic actions behind the notion that we are in an extricable network of mutuality, and that we will rise even higher as a unified whole.

Connectivity helps us thrive as One Atlanta.

City on Top

#3

City for
Real Estate Conditions

[Site Selection Group, July 22, 2020]

#4

NFL Stadium
(Mercedes-Benz Stadium)

[SportsNaut, July 15, 2020]

#6

City for
First-Time Home Buyers
(among large cities)

[WalletHub, July 6, 2020]

Invest Atlanta

2020 Economic and Community Development Results

4,741

New jobs created
or retained

\$756 M

Total capital
investment

\$1.69 B

Total economic
impact

2,026

Affordable
housing units
created

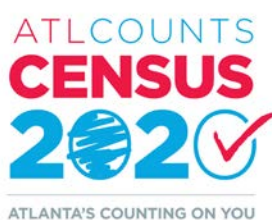
52

Homeownership
incentives
provided

NEIGHBORHOODS, COMMUNITIES AND BUSINESSES



2020 Census count began April 1, 2020, preceding a yearlong effort to educate Atlantans on the importance of participating in the first-ever digital census.



Why being counted matters

The number of seats each state has in the U.S. House of Representatives, how many Electoral College votes states receive, and how state legislative districts are drawn all depend on the census count.

“When I pledged a billion dollars toward affordable housing, some thought it was too ambitious. But in the words of Nelson Mandela: ‘It always seems impossible until it is done.’”
—Mayor Keisha Lance Bottoms

Affordable Housing: A Promise to Keep

In a city that is growing as fast as Atlanta—with the population expected to reach 8.6 million by 2050—affordable housing is Mayor Keisha Lance Bottoms’ promise that no one will be left behind as Atlanta rises. With this pledge, many hard-working residents who keep the engine of our dynamic city humming—like teachers, firefighters, police officers, bus drivers, nurses and so many more—will be able to live with dignity in homes they can afford.



▶ Goal:

\$1 BILLION TOWARD AFFORDABLE HOUSING

- Since 2018, nearly **\$500 million** of locally controlled public funds have gone towards creating and preserving affordable housing
- An additional **\$100 million in new bond funding** will go toward providing more affordable housing

▶ Goal:

BUILDING OR RENOVATING 20,000 AFFORDABLE HOMES BY 2026

- More than **6,000** new and preserved affordable homes have been created
- Ensure **equitable growth for all Atlantans** and minimize displacement by preventing involuntary displacement, exploring the expansion of property tax programs for the creation and preservation of affordable housing



Site plan shows the layout of the 12-acre site.



Herndon Square

Fulfilling two promises

The first phase of the construction of Herndon Square (formerly Herndon Homes) began with a groundbreaking in January 2020 and will conclude with the opening of nearly 100 affordable units dedicated to senior living in spring 2021.

The development meets two promises: Mayor Keisha Lance Bottoms' promise to add more affordable housing to the city and, second, giving original residents of Herndon Homes the opportunity to return to the development at a cost they can afford. The promises are being kept by making 300 affordable units within the total 700 residential units. The full development is expected to be completed in 2027.

The site is located on Northside Drive, one mile north of Mercedes-Benz Stadium, State Farm Arena (formerly Philips Arena), Centennial Olympic Park and other attractions in the heart of the city.

CONSTRUCTION PHASES

PHASE I

- Five-story, affordable housing building for seniors totaling 97 units
- Surface parking lot

PHASE II

- Residential building
- Mixed-use building with a grocery store as the ground-floor anchor

PHASE III

- Another residential building
- A second mixed-use building with ground-floor retail and apartments above
- A community supportive services building
- Herndon Green public outdoor area

PHASE IV

- Final apartment building

PHASE V

- 32 for-sale townhomes

By the Numbers

12

Acres

100

Affordable units for seniors only

200

Additional affordable units

400

Market-rate units

700

Total residential units

20,000

Square feet of community space open to general public

40,000

Square feet of retail space

\$166 million

Estimated development cost

Affordable Housing on the BeltLine

Atlanta BeltLine, Inc. (ABI) is committed to reaching its goal of creating or preserving 5,600 affordable units by 2030. The creation and preservation of affordable housing includes both multi-family and single-family new construction, preservation and rehabilitation. The ABI Affordable Housing Working Group Final Report provides a clear framework to help ABI fulfill this goal, as well as an additional (still to be determined) number of affordable units in the broader BeltLine Planning Area.



Goal:
**5,600 AFFORDABLE
UNITS IN ATLANTA
BELTLINE TAX
ALLOCATION DISTRICT**

- 2,153 affordable units have been created to meet goal

ABI MUST CREATE:

- 250 units annually through 2020
- 320 units annually from 2021 to 2025
- 380 units annually from 2026 to 2030

Housing the Homeless

HOMEFIRST

Historically, homelessness in the city has been met with a crisis response. The Bottoms Administration is focusing on permanent housing solutions. To date, more than \$42 million has been invested through HomeFirst (a partnership between the City, acting through Invest Atlanta) and the United Way that provides people in need with services in real time.

RAPID RE-HOUSING PROGRAM

In partnership with the City of Atlanta and Partners for Home, Atlanta Home Reduction Coalition (AHRC) offers rapid re-housing to chronically homeless individuals and families. The program transitions people who are experiencing chronic homelessness to stable housing.

Goal:
**1,000 PERMANENT
SUPPORTIVE HOUSING UNITS**

- 200 units created and occupied
- 350 units are in development

Goal:
**PROVIDING STABLE HOMES
FOR 800 HOUSEHOLDS**

- 456 households are being housed
- 192 households are in various stages of the housing process



\$100 million

Matching pledge from philanthropic partners to close the gap to fully fund the BeltLine

The Atlanta BeltLine's greatest promise is not the physical connection to neighborhoods, but the project's ability to connect these communities to the places, spaces, resources and assets necessary for them to thrive. This promise is uniquely aligned with the City's vision of One Atlanta, a city for everyone.



Good for Business

"Atlanta means business, and is still good for business.

Atlanta is a city where businesses can grow, thrive and lift our communities as they prosper."

—Mayor Keisha Lance Bottoms

14

new companies

3,000

new full-time jobs

\$150 million

in new capital

Microsoft, Google and Airbnb

are expanding their operations

\$25,000 grant

from the Regions Foundation for the Atlanta Catalyst Loan Fund will further Invest Atlanta's goals of supporting small businesses

“Our vision of One Atlanta focuses on building an equitable, diverse and resilient city where all Atlantans are equipped for success, no matter their income level or ZIP code.”

—Mayor Keisha Lance Bottoms

Residents Who Are

EQUIPPED

For the people.

Mayor Keisha Lance Bottoms’ vision is that every aspect of living in our great city—safety, inclusivity, affordable housing, parks and green space, solid infrastructure, reliable and equitable services, good jobs, livable wages, trusted leadership—is working for the good of every resident.

When our residents are afforded tools like education, opportunity, life-enhancing resources and sometimes second chances, they lay the foundation for strong families. In turn, strong families are the framework of thriving communities. Thriving communities are the brick and mortar with which we build a resilient city of commerce, creativity, compassion.

We build One Atlanta ... one resident at a time.

City on Top

#3

Metro Area for
Women Entrepreneurs

(BizJournals, December 9, 2020)

#5

Destination for
Business Travel

(Fundera, January 31, 2020)

#6

Market for
Educational Attainment

(CBRE, July 2020)

FOR SUCCESS



Feb 5 | Career Day and Women of Impact Assembly at M. Agnes Jones Elementary School

“This first-of-a-kind plan and policy for the City provides a clear pathway toward improving the lives of communities that have been left behind and will help strengthen our economy for the future.”

—Mayor Keisha Lance Bottoms

One Atlanta: Economic Mobility, Recovery and Resiliency Plan

Mayor Keisha Lance Bottoms and Invest Atlanta partnered to launch the **One Atlanta: Economic Mobility, Recovery & Resiliency Plan**—the City’s first economic mobility strategy. The plan ensures that all Atlantans have equal access to opportunity and pathways to wealth creation. It focuses on actions that will yield lifts up historically disinvested communities, as well as guides investments and development priorities in affordable housing, neighborhood revitalization, education, small business development, workforce training and entrepreneurship.

One Atlanta is focusing on actions that yield the greatest impact. Because of this initiative, more Atlantans will become resilient to economic downturns, build intergenerational wealth and achieve economic mobility.



ONE ATLANTA Goals

CREATION OF GOOD JOBS

- **Attract** businesses that create/retain 6,000 direct, good or promising jobs

ACCESS TO GOOD JOBS

- **Provide** WorkSource Atlanta training services to 700 residents
- **Train** 450 unemployed residents for good and promising jobs in high-demand industries
- **Place** 150 unemployed/recently displaced workers into paid work experiences, employment or training opportunities
- **Support** youth through paid summer work experience and training in high-demand career fields

SMALL BUSINESSES TECHNOLOGIES

- **Support** 900 small businesses to increase employment, including 70% minority- or women-owned
- **Help** 225 small businesses become financially stable
- **Create** a fashion and art district in the Southside to support 50 good or promising jobs

NEIGHBORHOOD INVESTMENT

- **Attract** or create at least one national Community Development Financial Institution investment and 15 healthy food options in disinvested neighborhoods

AFFORDABLE HOUSING

- **Help** 450 low-income households purchase homes
- **Incentivize** development of 1,250 affordable residential units near transit
- **Activate** blighted, vacant and underutilized properties and rehabilitate commercial corridors through private investment
- **Support** 2,475 households so they are no longer cost-burdened

Bank On Atlanta

Connecting residents to safe, appropriate financial products and services

Bank On Atlanta is a collaboration between the City and several financial institutions and community-based organizations to ensure that all residents have the opportunity to be financially healthy. Together, they work to connect people to safe, affordable and certified banking accounts. Coalition members also offer services and educational resources that help individuals and families increase their assets and improve their financial capability and stability.

28%

Atlanta residents are unbanked
and
8% of residents are underbanked

\$40K

Unbanked cost per family

Being unbanked can cost \$40K over a lifetime
due to use of costly alternative financial services
for routine financial transactions



PROFILE

Beauty with a Purpose



MyCity ATL is a community engagement program of the Office of Immigrant Affairs -Welcoming Atlanta. Its goal is to empower the city's immigrant and refugee population to directly engage with City services on topics that are important to New Americans and to become leaders within their community.

Mariama Sadio Lee, a fashion designer from the Republic of Guinea in West Africa, graduated from the MyCity ATL and Adult Atlanta Public Schools English As a Second Language class. There she learned of the Women Export University Program run by the Office of International Affairs. She was accepted into the first class and is learning skills to grow her business, Yama Elegance, on a global scale.

A two-time cancer survivor, Lee uses Yama Elegance as an expression of her mission to heal through beauty. Her annual fashion shows have an entire section devoted to celebrating cancer survivors by having them model.

“Yama Elegance is beauty with a sense of purpose: healing.”

The Children Are Our Future

Having Their Say

Emerging leaders share their dreams for the future during International Youth Day

The City partnered with the **Atlanta Global Studies Center**, **RCE Greater Atlanta** and the **United Nations Association of Atlanta** to celebrate International Youth Day, Youth 2030, UN75. In a video campaign themed “The Future We Want,” young Atlantans explained what sustainable development means to them, their social and political aspirations, and what they desire for the future.

Anne

The Westminster Schools

“I want the next generation to continue to work to reduce carbon emissions with plans that we will put into place right now. I want everyone to have an equal opportunity to hold a place of office and get a steady job and make good, strong changes that will benefit everyone around them.”



China

Georgia State University

“I want to use my light and my inspiration to shine upon our future generations—because in our community, we lack a support system to teach our children how to stand up during hopeless times, to speak up during violent times, to shine our light against dark times. In our community, it starts with us.”



Jonathan

Northwestern Middle School

“I hope that my children in the decades after me will be able to experience the magic of animals; lush, green rain forest; swim in crystal water; and most of all be able to live their normal lives as kids—not having to worry about the problems that we left for them.”



Engaging Student Citizens



Jan 22 | Mayor addressing Westminster students in City Council Chambers



Feb 12 | Summit on Emotional Wellness for Women at Spelman College



Feb 13 | Model UN Conference at Woodward Academy



Mayor Bottoms (far left) tours @Promise Center on Metropolitan Parkway.

'Our Youth Are At-Promise, Not At-Risk'

Groundbreaking on two new @Promise Youth Centers

Two new @Promise Centers are underway. One is the Andrew Young At-Promise Center, a 15,000-square-foot, state-of-the-art learning and community facility that will stand beside the existing Walter and Andrew Young YMCA on Campbellton Road. The other center is located on Metropolitan Parkway, a few blocks from Adair Park.

@Promise, the cornerstone of the Atlanta Police Foundation's youth crime reduction initiative, creates a collaborative community hub where youth receive personalized and comprehensive wrap-around services.

The Invest Atlanta Board of Directors approved a \$1-million grant from the Campbellton Road Tax Allocation District to support construction of the Andrew Young At-Promise Center facility, with additional funding coming from the Coca-Cola and SunTrust foundations. The facility will allow community stakeholders, including the Boys and Girl Clubs, Chris 180, Police Athletic, Street Smart Youth Project and the Urban League, to counsel at-risk youth in an effort to decrease community crime.



First ever Senior Director of Youth Engagement

The Senior Director of Youth Engagement will further the Atlanta Youth Engagement initiative Mayor Bottoms created last summer. She will work with Atlanta Public Schools to harness the potential and focus the entrepreneurial energy of many of Atlanta's young people, including the young people selling water throughout the city.

Center for Workforce Innovation

A new \$1-million grant from the Bank of America will enhance existing programs within the Center for Workforce Innovation. Launched in 2018 at Atlanta Technical College, the center trains young workers for careers with some of the city's major employers, including Delta Air Lines, The Home Depot and Georgia Power.

Bank of America gave \$1 million to each of 21 institutions it selected across the U.S. to help students of color successfully complete the education and training necessary to be successful in today's workforce. The center is a collaboration between the City, Atlanta Technical College and the Atlanta Committee for Progress.

2021 AGENDA

Top 5 Items

1

Reducing
crime

2

Tackling
homelessness

3

Affordable
housing

4

Youth
employment and
engagement

5

City services
and
infrastructure

Other Key Initiatives

- **Mitigate** the impact of COVID-19 on city's economy and mental health of residents
- **Add** to city park and green space through future acquisitions and development, including the 280-acre Westside Park grand opening and continued BeltLine expansion
- **Invest** in Atlanta youth by closing the virtual learning gap, expanding financial support for continued education, and implementing entrepreneurship programs
- **Provide** LGBTQ professional development and mentorship programming
- **Continue** to combat climate change through regional partnerships and local programs, including a new WeatheRISE weatherization program to equitably reduce home energy bills



CITY OF ATLANTA RESOURCES

Mayor's Office	404.330.6100	Aviation	404.530.6600
Office of Communications	404.330.6004	Buildings/Permitting	404.330.6150
Office of Constituent Services	404.330.6023	Business License and Renewal	404.546.0311
Office of Contract Compliance	404.330.6010	Channel 26	404.546.1982
Office of Cultural Affairs	404.546.6788	Code Compliance	404.330.6190
Office of Equity, Diversity and Inclusion	404.330.6100	Corrections	404.865.8001
Office of Emergency Preparedness	678.492.3948	Finance	404.330.6430
Office of Enterprise Assets Management	404.330.6225	Fire & Rescue	404.546.7000
Office of Film & Entertainment	404.546.0311	Fulton County Inmate Information	404.612.5129
Office of Human Services	404.817.6702	Housing & Section 8	404.330.6390
Office of Immigrant Affairs	404.330.6868	Human Resources	404.330.6360
Office of Innovation Delivery & Performance	404.330.6794	Information Technology	404.546.6110
Office of Intergovernmental Affairs	404.330.6100	Law	404.546.4100
Office of International Affairs	404.858.3898	The Municipal Court of Atlanta	404.954.7914
Office of Resilience	404.865.8715	Parks, Recreation, & Cultural Affairs	404.546.6788
Office of Special Events	404.330.6741	Pension Services	404.330.6607
Atlanta Beltline, Inc.	404.477.3003	Planning & Community Development	404.330.6070
Atlanta Housing	404.892.4700	Procurement	404.330.6204
End Human Trafficking ATL	404.330.6100	Police	404.614.6544
Invest Atlanta	404.880.4100	Public Works	404.330.6240
WorkSource Atlanta	404.546.3000	Watershed Management	404.546.1290
Atlanta City Council	404.330.6030	Zoning and Development	404.330.6150

Affordable. Resilient. Equitable.





Affordable. Resilient. Equitable.

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